Disneyland
# LINE

Prepare by Disney University Cast Communications
for the Cast Members of Disneyland

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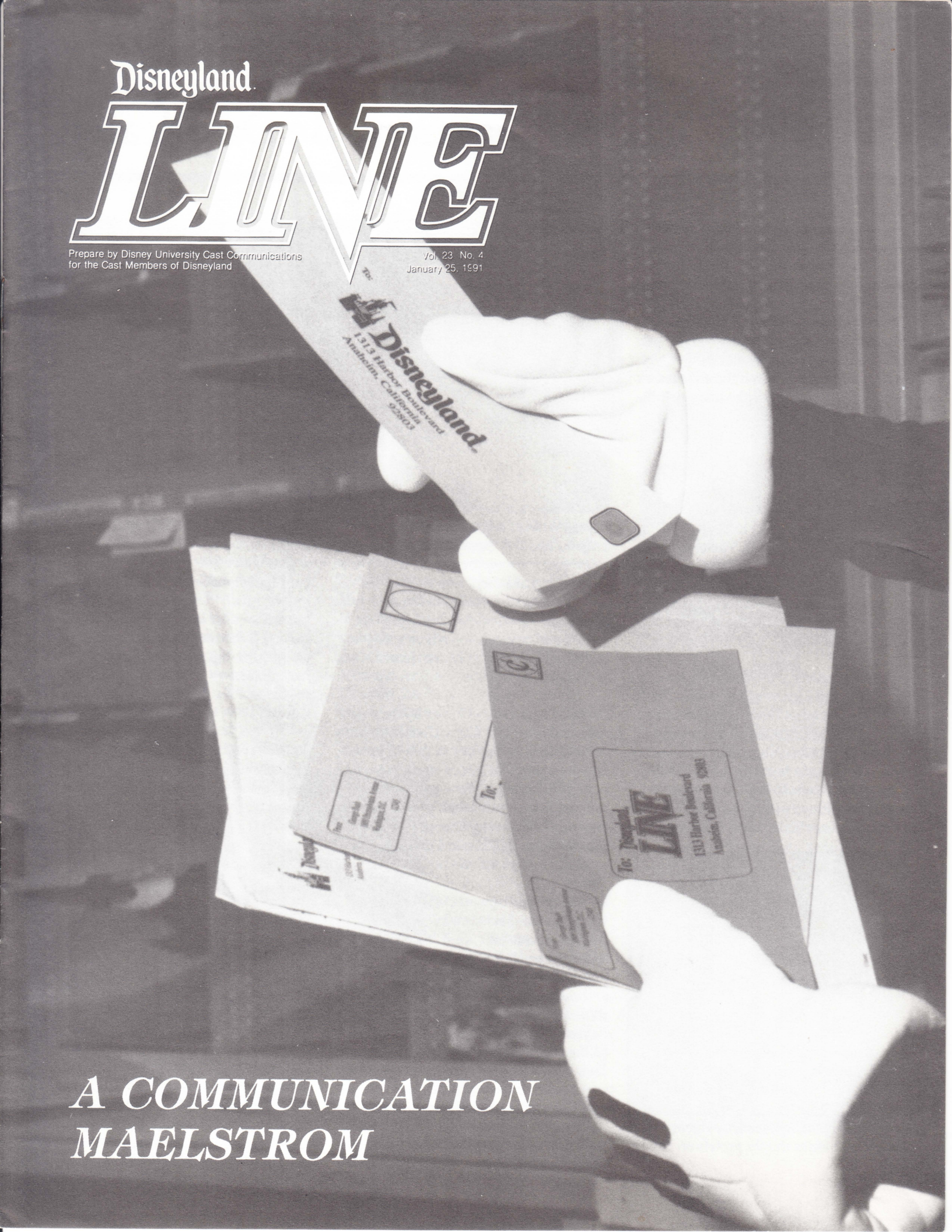



# *A COMMUNICATION MAELSTROM*

# Providing Service That Can't Be Duplicated

Over the years, the Mail Room has steadily increased its responsibilities and capabilities. On Friday, January 18, the Mail Room officially changed its name to the Mail and Copy Center, reflecting just a fraction of the department's evolution.

In its earliest days, "Mail Room" was an accurate description of the responsibilities of the area. Cast Members sorted, coordinated and delivered interoffice mail and Postal mail. It began as a two-person operation in 1954, but quickly doubled in size the next year. The Mail Room was one room inside one of the old houses which used to be located behind East Main Street. The room was small (about one-third the size of its present site) but back then, the volume of mail was far less (less than 2,000 pieces of mail per day compared to about 13,000 today).

As the Company grew, the department's responsibilities grew along with it. With a Disney Vacation Destination about to open in Florida in 1971, developing a system of coordinating communications on a timely basis became critical. A little more than a decade later, international regulations came into play with Tokyo Disneyland and later with Euro Disneyland. Along the way, the Mail and Copy Center had to make deliveries or coordinate couriers to many offsite offices and operations, which today include the Alicante, Disneyland Hotel, and Queen Mary.

*Laura Rodriguez, left, meters outgoing mail while Josie Sidejas weighs packets on the scale.*

*Part of the Mail and Copy Center crew are, from left: John Coy, Tami Dillard, Josie Sidejas, Leilani Copeland, Kenny Aramaki, and Laura Rodriguez.*

"When I first started here 12 years ago," reflected Mail and Copy Center Coordinator Eileen Lane, "we only had about 70 bins where we sorted mail. Now we have 100. In fact, the bin sorter we used to have was so outdated, you couldn't expand it any more. The new one we purchased is flexible and can be reconfigured to handle our growth."

Mail is picked up and delivered at various office locations twice daily. Interoffice mail is sorted into the bins and delivered during the next run. Outgoing Company mail is weighed and metered. The Post Office is visited three times during a normal working day: once to pick up mail, once to drop off mail, and once to do both. In addition, trucks and external couriers which make runs to the Studio, Queen Mary and Florida have to be coordinated.

And that's just part of the Mail and Copy Center's responsibility.

As Disneyland and the rest of the business world began favoring copy machines over the old style of using carbon paper and mimeographs for duplicates, the making of photocopies has become an increasingly important responsibility of the Mail and Copy Center.

The first real copy machines began appearing in the early 1960s. These were "wet process copiers," which would use liquid chemicals to develop the images. The wet process was slow, taking about

*Looking through the mailing lists, Coordinator Eileen Lane matches a name with the proper mailing location.*

a minute to develop each copy, and the wet paper tended to curl. The Park received its first "dry" copier, which used only dry, powdered chemicals, in 1973. Since then, the number of copiers and technological advances have increased tremendously. There are about 85 machines located throughout the Park which annually produce 24 million copies.

*At the color copier, Lead John Coy sets the parameters for copying.*

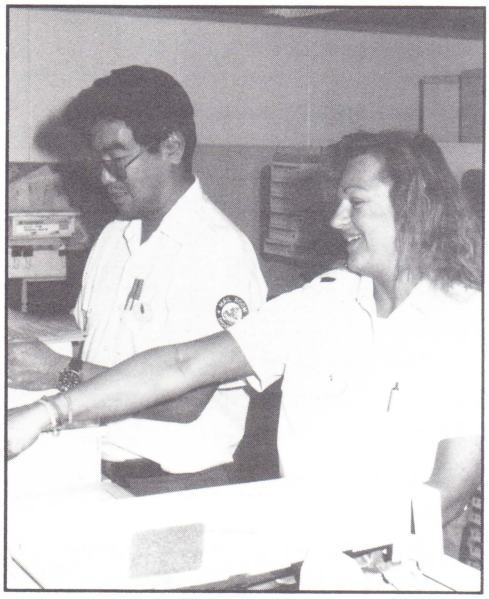
"The copier we have now," Eileen says, "is about a year old, and it has already made more than 4 million copies. It is a very diversified machine and can handle binding, tabs, and most importantly, a larger volume. The machine we had before this one could handle about 3,500 copies per hour. Our new one could theoretically double that, but realistically, when you consider you have to add paper during a run, we can put out about 6,000 copies in an hour. That may not sound like a lot, but that's 100 pages per minute. We need that speed because we have so many mailings that require thousands of copies.

"We recently acquired a color copier which will assist many different departments. Previously, any color copying had to be sent to an outside printer. Now we can do that and have better control and reduce the cost. We have a number of departments which need color references for their work or records. And we can control the quality. Outside the Park, many companies charge a flat rate to make, say, 25 copies. It doesn't matter if all 25 turn out well or if only 20 do; you get your 25 copies and that's what you pay for. Since we can fine tune the color ourselves, we can get all 25 copies the way they want them."

*Leilani Copeland sorts a portion of the day's mail.*

We are also getting an inserter machine that will fold and stuff letters into envelopes. That will really help a lot of departments.

In addition to all of the new equipment, the interior of the Mail and Copy Center was also rehabed. New modular furniture, carpets and a redesigned work area provide a more professional look. "We've changed," Eileen says. "We've taken on new responsibilities, increased our routes, and updated our equipment to keep up with the times and the technology. But we haven't changed everything. We still offer our Cast Members many services at the window - how many companies will help their employees by weighing their parcels for them or help them by explaining the differences between certified and Express mail - and then help them fill out the right paperwork? Right outside our door, we have a stamp machine that's run and operated by the Post Office that's essentially for our Cast Members.



*Kenny Aramaki and Tami Dillard work with the new high-speed copier.*

"We have changed our name and we've changed our look. But the main purpose of this department hasn't changed - and that's to provide a service to Cast Members and to all of the departments that depend on us."

## On The Cover

As someone who often has to wear a lot of different hats...er, gloves, Mickey takes his turn at sorting the volumes of mail during the Mail and Copy Center's rededication last Friday.

# PARK AND HOTEL NEWS

## Something's Amiss!

Have you noticed something missing lately back by Videopolis? How about the berm? That's right. There's a huge hole in the berm between Videopolis and It's A Small World – the first phase of contruction for a new land or attraction at Disneyland.

The removal of trees and excavation to create an underpass which will lead to the new area began in December. According to Bob Teel, Project Manager for the underpass, more than 17,000 cubic yards of earth have been moved to create the walkway which will lead Guests underneath a new train trestle. This first phase of construction, which is due to be completed in mid–March, will include an area in which Guests may visit and be photographed with the Disney Characters.

*This huge void will soon be transformed into a Guest walkway underneath a new train trestle which will lead to a new area of the Park.*

## Be a Host with the Most

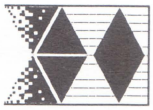
This summer approximately 35 young adults from Germany, Switzerland, Belgium, France amd Finland will be experiencing the world of Disney by working in the Park through the International Education Program. The students, who range in age from 19 to 26, will arrive in early June and work through the end of August. This is a wonderful opportunity for these Europeans to live and work in Southern California and experience a bit of the California lifestyle.

Host families are needed for these exchange participants. The students will pay $60 per week toward room and board. Cast Members who would like to have a European participant in their home this summer should contact Kerry Haire or Simone Vick at the International Education Program office at (714) 856-1005. The experience is mutually enriching and can result in a lifelong friendship between you and your European guest.

## GOLDEN EARS

The next meeting of the Golden Ears Retirement Club will be held on Tuesday, February 12, at 9:30 a.m. in the Plaza Inn Restaurant. Guest speaker Milt Albright, Manager of Guest Communications, will speak on "What's Ahead?" Members should enter through the East Flood Gates (near the Guest Relations window) one half-hour prior to the meeting. ID will be required.

## Money Matters



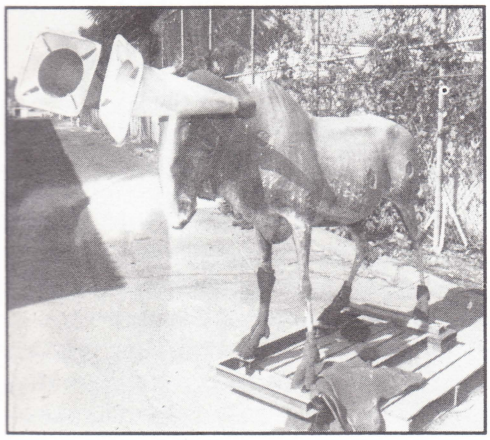
### In the Market for a Used Car?

If you're thinking of buying a used car, there are two reasons why now is the right time to do it: Partners Federal Credit Union has lowered used car loan rates until the end of February, and they have set up a special used car sale with Enterprise Car Sales for January 26. Choose from a great selection of quality used cars and receive a great loan rate! For more details, call or stop by the Credit Union.

# DISNEY NEWS

## Caption This!

Several weeks ago we ran this photo in the Line and asked Cast Members to give us their most clever caption. Here is what a few of you thought our animal friend had to say:



"Wow, I'm commuting next week!"
*Ron Vasquez, Machine Shop*

"Gnu knows safety!"
*Francois Cahn, Facilities Cast Development*

"That lion won't chase me down - he'll go around."
*Bruce Koranda, Cycle Shop*

"Now all you have to do is paint my nose red and Santa will never know the difference!"
*Terry Martin, Security*

"But Shirley, the Christmas party always lasts 'til midnight!"
*Terry Martin, Security*

## AA Meetings

Alcoholics Anonymous meetings are held every Friday at noon and are open to any interested Cast Members. For more information call extension 4930.

*Bambi*, long revered as a Disney masterpiece and the pinnacle of achievement in animation artistry, will make its world television debut exclusively on The Disney Channel. *Bambi* will premiere on *The Magical World of Disney* on Sunday, February 3, at 7 p.m.

*Elvis: Center Stage*, a revealing documentary featuring Elvis Presley's greatest performances, has its world television premiere on The Disney Channel on Friday, February 1, at 9 p.m. The special kicks off a year of Elvis programs which will debut the first Friday of every month on The Disney Channel. Upcoming programs include the films *Viva Las Vegas* and *The Trouble With Girls*, plus the documentary *Elvis '56* and the world televsion premiere of *Elvis: The Man and the Music.*

The Queen Mary & Spruce Goose Entertainment Center and KABC Talk Radio will work together to raise money for the Leukemia Foundation one penny at a time starting at 7 p.m. tonight through tomorrow, Saturday, January 26. A special "Pennies from Heaven" receptacle will be set up at the Queen Mary to collect donations to achieve the desired one million penny goal.

The "Pennies from Heaven" promotion along with "The Leukemia Story: Miracle in the Making," a 24-hour live radiothon, will benefit the Leukemia Society of America. The show, which will be broadcast live from the Exhibit Hall of the Queen Mary in Long Beach, will be kicked off by Ken Minyard and Roger Barkley of the Ken and Barkley Company radio show. The radiothon is open to the public, and free passes to the Queen Mary & Spruce Goose will be given to the first 3,000 KABC listeners to arrive at the radiothon location on Saturday.

Among the celebrities set to participate are Tracy Nelson, Milton Berle, Sherman Hemsley, Gregory Harrison and Shirley Jones. So gather up your spare change and take it down to The Queen Mary to support the Leukemia Society.

Dreams can become realities...and they do for top singing sensation New Kids on the Block through a series of specially created music videos in Walt Disney Television's hour-long, live-action special *New Kids on The Block at Walt Disney World: Wildest Dreams*, airing tonight, Friday, January 25, from 8:30 to 9:30 p.m. on ABC.

Disneyland. LINE

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# The Realm of Exotic Adventure

"So... ye be seekin' adventure and salty old pirates, eh?" To the Europeans, the realms of exotic adventure are those of Aladdin, Sinbad the Sailor and other characters in fables of the mysterious East. Show Producer Chris Tietz and Project Manager Paul La Freance are leading a team of 25 Imagineers in creating an exciting, exotic Adventureland for Euro Disneyland. "Designing this brand-new Adventureland has enabled my team and me to revisit the imaginary worlds of fun and adventure we once created in childhood play," said Chris.

*The lure of great pirate adventures leads Guests to Adventure Isle.*

The portal to Adventureland is the Adventureland Bazaar, a fantasy city of minarets, winding streets, and shops straight out of *The Arabian Nights*. Each shop, such as L'Echoppe d'Aladin and Les Tresors de Scheherazade, takes on its own storybook personality, where you can find a flying carpet or a genie in a bottle.

Emerging from the Bazaar, the landscape of Adventureland opens to a panoramic vista of enticing attractions, dominated by Adventure Isle. Here Guests can climb the heights of the Swiss Family Robinson's treetop home, the towering focal point of the island. Deep beneath this famous Disney domicile, Guests can explore its labyrinth of caves and maze of descending roots. Also available for exploration is the reef-bound wreck of the good ship Swallow, which marooned the Robinson family on the island.

Across the island's central lagoon is the realm of the pirates, which can be reached via a bobbing barrel bridge or a high, 100-foot-long swinging suspension bridge. After crossing, Guests can explore mysterious grottos in search of Long John Silver's buried treasure, as inspired by Disney's *Treasure Island*.

Outside in Cannonball Cove, the menacing Skull Rock from *Peter Pan* glares at the nearby Captain Hook's Pirate Ship which houses a play area above deck and a snack bar below.

Just beyond Skull Rock looms an ancient Spanish fortress, still flying the Jolly Roger but with its threatening cannons long silent. However, this imposing edifice is anything but dormant: this is the home of Disney's classic attraction, Pirates of the Caribbean. Inside, Euro Disneyland Guests begin their voyage by floating gently through a peaceful Blue Lagoon, also home to an elegant restaurant. It's perpetually twilight at the Blue Lagoon, trade winds ruffle the palms overhead, and it's always 78 degrees, even if you've just entered from a driving rain.

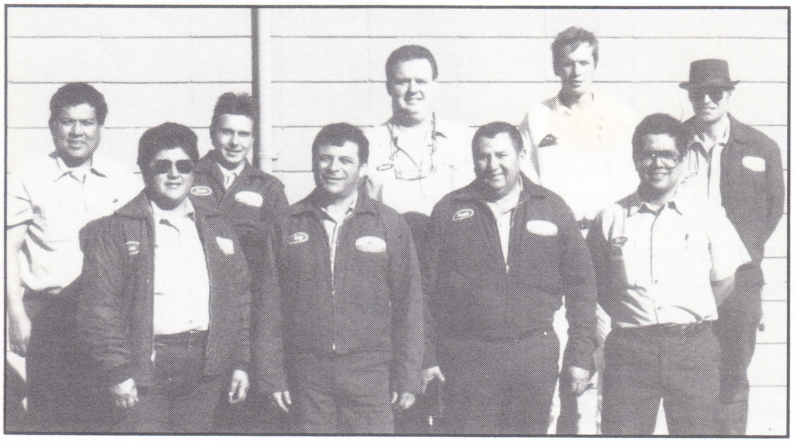
The Pirates attraction has been reconfigured and updated, incorporating the latest advances in special effects and *Audio-Animatronics* technology. This new generation of swashbuckling pirates will engage in sword fights and swing across the Guests' path on ropes, heightening the excitement and robust adventure of this popular attraction.

Dining, too, is an adventure. Aux Epices Enchantées, an African-themed restaurant presented by Maggi, offers exotic menu items along a sleepy jungle waterway. The Explorer's Club is an arboreal watering hole for the famished wayfarer, hidden in the lush jungle and built around a tenacious tree that dominates the main dining room - a tree that is still home to colorful macaws and toucans. And finally, Café de la Brousse offers refreshments to the weary traveler along the Adventureland trail.

Like other Lands of Euro Disneyland, fresh design approaches and beloved classics will combine in Adventureland to create an exciting new Disney experience.

# A CANDID LOOK AT OUR CAST

## Why do you regularly donate blood?



**Facilities Division:** Front row, from left, **Rose Escalera**: "There is always a need, it doesn't cost anything and it's a community service." **Tony Nuno**: "I have rare blood, O negative, and it's needed." **Frank Hansen**: "It's a way for me to help people in need." **Ubaldo Ponce**: "People need blood. Hey, I get new blood when I give anyway, and I feel better." Back row, from left, **Ron Vasquez**: "I do like the juice and cookies, but really, I come from a long line of blood givers." **Ivan Vecere**: "The first time, nobody told me where they were taking me, so I started giving." **Bruce Koranda**: "I like to share what I get for free and I feel it's my duty as a citizen of the community." **Rob Krause**: "Because someone can die – and it would be a shame if someone passed away just because there was no blood." **Harley Bray**: "I've got a little spare blood to share, and there could be a big need very soon."

**Disneyland Hotel:** From left, **Mark Maggiora, Missy Choboian, Rebecca Halsig, Connie Mendoza, Danny Garcia, Betty Rodriguez, Deborah Vaughn and Patti Crawford**: "It's the single most important thing you can give because money can't buy it. With the crisis in the world today, we should help in any way we can, and giving blood is one way."

**Costume Division:** From left, **Andy Gordon**: "It's easy and I can help people." **Karen Burkert**: "It's sort of a family tradition. My father used to donate all of the time. I've been donating for about 17 years now." **Phil Parise**: "I know there's a general need out there. I've had family members who have needed blood and I've seen it help them." **Gary Dye**: "It's a really easy and worthwhile way to help people."

**Finance Division:** From left, seated, **Margaret Anderson**: "Because it doesn't hurt and I'm doing something good." **Damien Toledo**: "It's a simple and painless way to give to others." **Sharon Snapp**: "It's easy for me to give – it doesn't bother me – so I do." Standing, **Tracy Van Denburg**: "It's easy for me to help people out, and it's convenient because we can do it right here at work." **Christi Curtin**: "Because I'm healthy and I'd like to be able to share that with those who aren't."

It's easy to give the gift of life!
Please donate blood at the Winter Blood Drive,
January 30 through February 5

# CAST ACTIVITIES

All tickets on this page may be purchased at Company D or Company D II. DCAT and lottery sign-ups are also held in these two locations.

## Mickey's Birthday Cards

If you have children who would love to receive a special birthday card from Mickey and the gang, please register your kids. This registration is done annually, so if you did it last year, it's time to do it again. Please remember that this is only for your children (not grandchildren or nephews/nieces) who will be age 12 or younger.

## More Discount Directory Bargains

The following two companies have added their services to our Discount Directory:

**LA Fitness** - 14731 Goldenwest Avenue, Westminster, 92683, (714) 373-4460; Reduced rate on initiation, now $69 (regularly $199). Fitness cost is $20 per month, racquetball privileges an additional $9. Your annual cost is $309 or $417 if you want racquetball. Ask for Mike Van Vliet.

**Peppers** - 12361 Chapman Avenue, Garden Grove, (714) 740-1333; The H.I.P. Club (Hospitality Industry Party Club) is every Wednesday at 8 p.m. There is no door charge, $1 drink specials, a 30-foot free buffet until 10 p.m., and dancing all night. You must be at least 21 years old and present a pay stub or business card and proper ID.

## DISNEYLAND COMMUNITY ACTION TEAM

**Winter Wonderland** - Kids from the Leukemia Society will enjoy a day in the snow at Craig Park in Fullerton. This all-day event takes place on February 23.

**Special Olympics Bowling** - Volunteers are needed as scorekeepers and huggers. The bowling takes place on March 9. If you're interested in helping, morning and afternoon shifts are available.

**Daffodil Sort** - The American Cancer Society holds its annual flower sale to help raise money. People are needed on March 25 to sort the flowers being sent to various companies participating in the sale.

**Special Olympics Track** - This celebrated all-day event is April 14. If you'd like to assist in this event, huggers and general help are needed.

### Hours of Activities

**Company D Store Hours**

Monday.....9 a.m. - 4 p.m.
Tuesday - Friday.....7:30 a.m. - 6 p.m.
Saturday.....9 a.m. - 6 p.m.

**Admission Ticket Sales/Company D**
*Park and Hotel Cast Members*

Monday.....9 a.m. - 4 p.m.
Tuesday - Friday.....8 a.m. - 4:30 p.m.
Saturday.....9 a.m. - 4:30 p.m.

**Company D II**

Monday/Wednesday/Friday.....11 a.m. - 1 p.m.
and.....2 - 6 p.m.
Tuesday/Thursday.....7:30 - 11 a.m.
and.....Noon - 2:30 p.m.

### *TICKET CENTER*

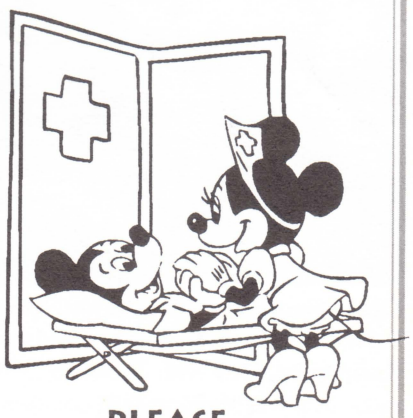
**Sea World** - valid all year
Adult, $15.35; Child (3-11), $11.15

**Knott's Berry Farm** - valid all year
Adult, $16.25; Child, $9.95

## Knott's Reduced Tickets

If you have plans to go to Knott's between February 2 and March 24, you can get an even lower rate on admission. You can purchase adult tickets for only $12.95. That's $4 off the discounted price we already get. Children's tickets will remain at the $9.95 price. Tickets will go on sale beginning January 29.

**1991**
**DISNEYLAND**
**WINTER BLOOD DRIVE**
**JANUARY 30 - FEBRUARY 5**



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**GIVE THE GIFT OF LIFE.**

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